

Owner's Letter of Assurance : WELL WELL v2 pilot, Q4 2022

Instructions

WELL Certification is determined by onsite Performance Verification and documentation, including Letters of Assurance from the appropriate professionals overseeing the implementation of a specific WELL feature and component parts during design, construction or operations. The template should be completed, signed and submitted as part of the documentation package.

1. Place a checkmark at every part completed and leave blank those that are not being pursued or being completed by another team member.
2. Initial every feature completed and leave blank those that are not being pursued or being completed by another team member.
3. Sign and date at the bottom of this letter.

If an individual other than the Owner is responsible for any of the requirements contained in this Letter of Assurance, he/she is permitted to sign off on the respective requirements but must complete a separate Letter of Assurance for those specific requirements. This individual should submit a different copy of this form and check the boxes as it pertains to his/her own responsibility. On his/her own Letter of Assurance form(s), this individual should sign and complete the final page and include a description of his/her role on the project next to his/her signature.

The scope of this letter of assurance is as follows (please initial):

Intent stage (for Precertification only)

☐

The information contained in this document is accurate as of current designs and anticipated project operations.

Implementation stage (for Precertification or WELL Certification)

☐

This document is prepared in relation to final construction documents and/or implemented operations and policies.

Check	Air	Initials
	A01 Fundamental Air Quality	<input type="checkbox"/>
	This project satisfies the parts selected below:	
	Part 4: Meet Radon Threshold	
	<i>All Spaces:</i>	
	If project has a regularly occupied space at or below grade, one of the following requirements is met:	
<input type="checkbox"/>	a. The radon level is less than 0.15 Bq/L [4 pCi/L], as tested by a professional demonstrated not to have a conflict of interest. One test is conducted per 2,300 m ² [25,000 ft ²] of the lowest regularly occupied space at or below grade with natural ventilation.	
<input type="checkbox"/>	b. All regularly occupied spaces at or below grade meet the 'Mechanically ventilated spaces' option of Part 1: Ensure Adequate Ventilation in Feature A03: Ventilation Effectiveness.	
	A09 Pollution Infiltration Management	<input type="checkbox"/>
	This project satisfies the parts selected below:	

Part 1: Design Healthy Envelope and Entryways

All Spaces:

Building envelope and entry

At least two of the following requirements are met:

☐

- a. The below is performed after substantial completion of construction and prior to occupancy:
1. Envelope commissioning in accordance with ASHRAE Guideline 0-2013 and the National Institute of Building Sciences (NIBS) Guideline 3-2012 (for new construction or structural renovation).
 2. The commissioning process is performed by an independent professional who is not a member or subcontractor of the building envelope design and construction team.

☐

- b. All regularly used entrances that have pedestrian traffic to the building surroundings (not including balconies or terraces) use an entryway system composed of grilles, grates, slots or rollout mats that are at least the width of the entrance and 3 m [10 ft] long in the primary direction of travel (sum of indoor and outdoor length). These are cleaned as per below:
1. Walk-off mats, indoor and outdoor, are wet-cleaned at least once every two days and fully dry before use.
 2. Underside of entry mats are cleaned at least once a day.
 3. Entry mats are vacuumed using a vacuum with a beater bar in both directions at least once a day.

☐

- c. At regularly used entrances that have pedestrian traffic to the building surroundings (not including balconies or terraces), one of the below is in place to slow the movement of air from outdoors to indoors:
1. Building entry vestibule with two typically closed doorways.
 2. Revolving entrance doors.

Outdoor sport areas

The following requirement is met:

☐

- a. All facilities adjacent to an outdoor sports field have a staging area that separates the playing field from other internal areas to capture moisture and debris.

A10 Combustion Minimization

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This project satisfies the parts selected below:

Part 1: Manage Combustion

All Spaces except Commercial Kitchen Spaces:

Appliance and heater combustion ban

The following requirement is met:

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- a. Combustion-based fireplaces, stoves, space heaters, ranges and ovens are not used in regularly occupied spaces.

Low-emission combustion sources

The following equipment used by the project for heating, cooling, water heating, process heating or power generation (including back-up if used for more than 200 hours per year) meet California's South Coast Air Quality Management District rules, or approved equivalent, for pollution:

- ☐ a. Water heaters.
- ☐ b. Internal combustion engines.
- ☐ c. Furnaces.
- ☐ d. Boilers, steam generators and process heaters.

Engine exhaust reduction

The following requirement is met:

- ☐ a. Vehicle engine idling for more than 30 seconds is prohibited in all pick-up, drop-off and parking areas at the building site controlled by the project. "No idling" signage is present at these locations indicating this rule.

Check	Nourishment	Initials
	N10 Food Preparation	<input type="text"/>

This project satisfies the parts selected below:

Part 1: Provide Meal Support

All Spaces except Dwelling Units:

Employee dining areas

At least one dining space contains the following supportive amenities that meet employee demand:

- ☐ a. Cold storage.
- ☐ b. Countertop surface.
- ☐ c. Sink and amenities for dish and hand washing.
- ☐ d. Device for reheating food (e.g., microwave, toaster oven).
- ☐ e. Dedicated cabinets or storage units available for employee use.
- ☐ f. Reusable eating utensils, including spoons, forks, knives and microwave-safe plates and cups.

Student dining areas

At least one dining space for primary and secondary school students meets the following requirements:

- ☐ a. Provides students with access to a device for reheating food (e.g., microwave, toaster oven).

☐ b. Provides reusable eating utensils, including spoons, forks and microwave-safe plates and cups.

☐ c. Provides students with access to cabinets or storage units for food storage.

Dwelling Units:

Dining spaces in dwelling units provide the following supportive amenities:

☐ a. Refrigerator.

☐ b. Cabinets.

☐ c. Stove with hood.

☐ d. Countertop surface.

☐ e. Sink.

N12 Food Production

☐

This project satisfies the parts selected below:

Part 1: Provide Gardening Space

All Spaces except Dwelling Units:

The project provides a permanent and accessible space for food production within 800 m [0.5 mi] of the project boundary that meets the following requirements:

☐ a. The space includes at least one of the following:

1. Garden or greenhouse with food-bearing plants.
2. Edible landscaping (e.g., fruit trees, herbs).
3. Hydroponic or aeroponic farming system.

☐ b. The space is open to regular occupants during regular building hours and foods grown are made available to regular occupants.

☐ c. The space is at least 0.09 m² [1 ft²] per eligible employee or 0.05 m² [0.5 ft²] per student, whichever area is greater (up to a maximum of 70 m² [750 ft²]). The area calculated is the actual growing area (vertical or horizontal) used for the production of food-bearing plants.

Dwelling Units:

The project provides a permanent and accessible space for food production within 800 m [0.5 mi] of the project boundary that meets the following requirements:

☐ a. The space is at least 1.4 m² [15 ft²] per unit (up to a maximum of 140 m² [1,500 ft²]). The area calculated is the actual growing area (vertical or horizontal) used for the production of food-bearing plants.

☐

b. The space includes at least one of the following:

1. Garden or greenhouse with food-bearing plants.
2. Edible landscaping (e.g., fruit trees, herbs).
3. Hydroponic or aeroponic farming system.

☐

c. The space is open to regular occupants during regular building hours and foods grown are made available to regular occupants.

Part 2: Provide Planting Support

All Spaces:

The following requirements are met:

☐

a. Gardening space(s) are managed and maintained for a minimum of three years.

☐

b. Training, programming or educational opportunities are made available to regular occupants (e.g., gardening workshops, plant harvesting guidelines) and offered quarterly, at minimum.

☐

c. Projects provide planting supplies, including planting medium, watering system, lighting (interior spaces only), plants and gardening tools.

N13 Local Food Environment

☐

This project satisfies the parts selected below:

Part 1: Ensure Food Access

All Spaces:

At least one of the following requirements is met:

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a. The project serves as a distribution point for community-based agriculture programs and has the resource capacity to deliver fruits and vegetables to regular occupants at least twice a month for at least four months of the year.

☐

b. The project hosts on-site, weekly sale of fruits and vegetables within the project boundary (e.g., through food carts or mobile markets).

☐

c. The project is located within 800 m [0.5 mi] walk distance of a supermarket or store with a fruits and vegetables section.

☐

d. The project is located within 800 m [0.5 mi] walk distance of a farmers' market that is open at least once a week and operates for at least four months of the year.

Check

Movement

Initials

V02 Visual and Physical Ergonomics

☐

This project satisfies the parts selected below:

Part 1: Support Visual Ergonomics

Office Spaces:

Desktop computer-based workstations

All desktop computer monitors can be adjusted by height and horizontal distance from the user through one or more of the following:

- ☐ a. Monitors with built-in height adjustment.
- ☐ b. Height-adjustable stands.
- ☐ c. Mounted, adjustable arms that hold primary or additional screens.

Laptop computer-based workstations

All laptop screens can be adjusted by height and horizontal distance from the user through some combination of the following:

- ☐ a.
Height-adjustable stands used to raise the laptop screen paired with an external keyboard and mouse that are placed on the work surface.
- ☐ b.
Additional monitors provided with one of the following adjustability features:
 - 1. Built-in height adjustment.
 - 2. Height-adjustable stands.
 - 3. Mounted, adjustable arms that hold primary or additional screens.

Part 2: Ensure Desk Height Flexibility

Office Spaces:

For at least 25% of seated-height workstations, employees have the ability to alternate between sitting or standing through one of the following:

- ☐ a. Adjustable height sit-to-stand desks.
- ☐ b. Desktop height-adjustment stands.

Part 3: Ensure Seat Flexibility

Office Spaces:

All seating at workstations for employees meets the following adjustability requirements in compliance with the HFES 100-2007 standard or BIFMA G1-2013 guidelines:

☐

a. Chair height.

☐

b. Seat depth.

☐

c. One additional adjustability requirement:

1. Seat angle.
2. Backrest angle.
3. Arm rests.

Part 4: Provide Standing Support

All Spaces:

All workstations in which employees are regularly required to stand for 50% or more of their working hours include recessed toe space at least 10 cm [4 in] in both depth and height, and one of the following:

☐

a. A footrest or footrail to allow employees to alternate resting feet or a seat or leaning chair that allows occupants to alternate between standing and sitting or leaning.

☐

b. Anti-fatigue mats or cushions that are also anti-slip and anti-trip.

V03 Movement Network and Circulation

☐

This project satisfies the parts selected below:

Part 1: Design Aesthetic Circulation Networks

All Spaces:

Hallways

Hallways within the project boundary are aesthetically designed through the inclusion of at least two independent strategies from the following list on each floor:

☐

a. Music.

☐

b. Artwork.

☐

c. Light levels of at least 215 lux [20 fc] when in use.

☐

d. Views of an interior atrium, courtyard or daylight via windows or skylights.

☐

e. Natural design elements (e.g., plants, water features, images of nature).

☐

f. Gamification.

Staircases

At least one staircase or other active path between floors (e.g., ramps) is open to regular occupants, services all floors of the project and is aesthetically designed through the inclusion of at least two independent strategies from the following list on each floor:

- ☐ a. Natural design elements (e.g., plants, water features, images of nature).
- ☐ b. Gamification.
- ☐ c. Music.
- ☐ d. Artwork.
- ☐ e. Light levels of at least 215 lux [20 fc] when in use.
- ☐ f. Views of an interior atrium, courtyard or daylight via windows or skylights.

Part 2: Integrate Point-of-Decision Signage

All Spaces:

Projects implement point-of-decision signage that encourages stair use at each of the following locations within the project boundary (minimum of one sign per location):

- ☐ a. Elevator banks or other modes of motorized vertical circulation (e.g., escalators).
- ☐ b. Base of stairs/stairwells and re-entry points at each floor.
- ☐ c. Junctions in corridors that lead to either a stairwell open to regular occupants or an elevator bank (or other modes of motorized vertical circulation).

V07 Active Furnishings

☐

This project satisfies the parts selected below:

Part 1: Provide Active Workstations

All Spaces:

Sit-stand workstations

Sit-stand workstations are present in quantities described in the table below and may include the following types:

- ☐ a. Manual or electric adjustable height workstation.
- ☐ b. Seated-height workstations with a manual or electric height-adjustable desktop stand.

Sit-Stand Desks	Points
At least 50% of workstations	1
At least 75% of workstations	2

Dynamic workstations

Dynamic workstations are present in sufficient quantities such that at least 3% of employees could reserve or use them at any time and may include the following types:

- ☐ a. Treadmill desk.
- ☐ b. Bicycle desk.
- ☐ c. Portable furnishings (e.g., stepper machine, balance board).

V08 Physical Activity Spaces and Equipment

This project satisfies the parts selected below:

Part 2: Provide Physical Activity Equipment

All Spaces:

The following requirements are met:

- ☐ a. At least one type of age and ability appropriate equipment from each of the following categories, accompanied by instructions for safe use, is made available to employees, students or residents (as applicable) at no cost:
 - 1. Cardiorespiratory equipment.
 - 2. Muscle-strengthening equipment.
- ☐ b. Total units for each category should allow for use by at least 1% of employees, students or residents (as applicable) at any given time.

Check	Thermal Comfort	Initials
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T04 Individual Thermal Control

This project satisfies the parts selected below:

Part 1: Ensure Personal Thermal Comfort

All Spaces except Commercial Kitchen Spaces & Dwelling Units:

Points are awarded based on the proportion of regular occupants that are covered by at least one of the following requirements:

Availability	Points
50-99%	2
100%	3

☐

a. In all regularly occupied and shared spaces within the same heating or cooling zone, regular occupants have access upon request to personal thermal comfort devices (e.g., personalized fans, heated/cooled chairs, and others, except combustion-based space heaters) that provide individual user control of air speed, air temperature and/or mean radiant temperature.

☐

b. All rooms with a heating and/or cooling system that are regularly occupied by a single occupant meet one of the below conditions:

1. Occupant has the ability to adjust the temperature.
2. Occupant has access to personal thermal comfort devices.
3. Implement localized air delivery as described in Part 4: Implement Advanced Air Distribution of Feature A06: Enhanced Ventilation.

Check	Materials	Initials
	X05 In-Place Management	<input type="text"/>

This project satisfies the parts selected below:

Part 1: Manage Hazardous Materials

All Spaces:

Asbestos

For buildings constructed prior to any applicable laws banning or restricting asbestos that are unable to remove the hazard from the location, the following interim strategies for managing existing hazards are conducted and repeated every three years:

☐

a. Development, maintenance and update of an asbestos management plan in accordance with the Asbestos Hazard Emergency Response Act (AHERA), including all necessary actions to minimize asbestos hazards: repair, encapsulation, enclosure, maintenance and removal, following protocol detailed in the Asbestos-Containing Materials in Schools Rule, 40 CFR Part 763; Subpart E; §763.84-§763.95 or local equivalent.

☐

b. Asbestos inspection through an accredited professional per the Asbestos Model Accreditation Plan (MAP), National Standards for Hazardous Air Pollutants (NESHAP) or local equivalent.

☐

c. Post-abatement clearance for all projects is conducted in accordance with AHERA Asbestos-Containing Materials in Schools, 40 CFR Part 763; Subpart E; Appendix A, Mandatory transmission electron microscopy method.

Lead

For buildings constructed prior to any applicable laws banning or restricting lead paint that are unable to remove the hazard from the location, the following interim strategies for managing existing hazards are conducted and repeated every three years:

☐

a. Interim controls are applied per 24 CFR Part 35; Subpart R; §35.1330, Interim controls, from Guidelines for the Evaluation and Control of Lead-Based Paint Hazards in Housing, for paint stabilization of deteriorated paint and treatments for friction and impact surfaces where levels of lead dust are above levels specified in §35.1320, or applicable local law or regulation.

- ☐ b. Post-abatement clearance is conducted per 24 CFR Part 35; Subpart R; §35.1340, Clearance.
- ☐ c. A reevaluation is conducted and a report produced per 24 CFR Part 35; Subpart R; §35.1355(b), Ongoing lead-based paint maintenance and reevaluation activities.
- ☐ d. As provided by 24 CFR Part 35; Subpart B; §35.155, Minimum requirements, interim controls may be performed in combination with, or be replaced by, abatement methods provided by 35.1355, Ongoing lead-based paint maintenance and reevaluation activities.

Student or childcare areas

Facilities constructed prior to any applicable laws banning or restricting lead paint and serving children under age 6 apply the following:

- ☐ a. 24 CFR Part 35; Subpart R; 35.1355(d), Chewable surfaces.

Check	Community	Initials
	C12 Organizational Transparency	<input type="text"/>

This project satisfies the parts selected below:

Part 1: Promote Equity Program Participation

All Spaces:

The organization participates in one of the following programs and results are made publicly available on-site and on the organization's website:

- ☐ a. The JUST disclosure framework operated by the International Living Future Institute.
- ☐ b. B Corporation certification operated by B Lab.
- ☐ c. GoodWell certification operated by GoodWell.
- ☐ d. Business Working Responsibly Mark operated by Business in the Community Ireland.
- ☐ e. GRI Standards operated by the Global Reporting Initiative, including Universal Standards and at least one additional topic-specific Standard.
- ☐ f. Dow Jones Sustainability Index (DJSI).

	C13 Accessibility and Universal Design	<input type="text"/>
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This project satisfies the parts selected below:

Part 4: β Support Inclusive Building & Neighborhood Wayfinding

All Spaces:

Information is provided for the building in a way that meets the following requirements:

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a. Is present in a physical format (e.g., printed signage, digital display) at the main building entrance and at least one additional functional building entrance, if present.

☐

b.

☐

c. All formats meet the following:

1. Include audio and/or braille that is compliant with ICC/ANSI A117.1-2003.
2. Use clear and simple language.⁹
3. Include more than one language.⁹
4. Include contact information for assistance services (e.g., screen readers, listening systems, wayfinding apps).

☐

d. All formats include a local amenities directory that meets the following:

1. Displays the location of at least 8 existing use types (as defined in Appendix V1) relative to the building.
2. Displays the location of all public transit stops located within a 400 m [0.25 mi] walk distance of the main building entrance, if present.

☐

e. If multiple businesses are present, all formats include a business directory that shows the names of businesses located within the building and their locations (e.g., floor level, room number).

☐

f. All formats include a site map of the building that shows the following, if present, using easily recognizable symbols:

1. Bathrooms.
2. Drinking water stations.
3. Information services.
4. Areas for resting or sitting.
5. Wayfinding landmarks.²¹
6. Accessible pathways.²²
7. Emergency exits.

☐

g. All formats include a sensory map of the building that shows the following, if present, using easily recognizable symbols.^{9,22}

1. Restorative spaces.
2. Loud sounds.
3. Crowded spaces.
4. Flashing lights.
5. Strong smells.

C14 Bathroom Accommodations

☐

This project satisfies the parts selected below:

Part 1: Provide Essential Accommodations

All Spaces except Dwelling Units:

The following requirements are met:

- ☐ a. Bathrooms meet local accessibility code without exclusions or exemptions.
- ☐ b. The quantity and location of bathrooms are determined based on actual or anticipated occupant demand.
- ☐ c. All bathrooms provide the following:
 - 1. Toilet paper.
 - 2. Trash receptacles in stalls (in women's and single-user bathrooms). If toilet paper cannot be flushed down toilets, trash receptacles must be in all bathroom stalls.
 - 3. Sanitary pads and/or tampons at no cost or subsidized by at least 50% (in women's and single-user bathrooms).
- ☐ d. All occupants have access to at least one bathroom per floor that provides the following:
 - 1. Syringe drop box.
 - 2. Infant changing tables.

Part 2: Provide Single-User Bathrooms

All Spaces except Dwelling Units:

Single-user bathrooms meet the following requirements:

- ☐ a. Meet local accessibility code without exclusions or exemptions.
- ☐ b. Meet occupant demand in quantity and location based on size of project (to ensure bathrooms are conveniently located for all occupants).
- ☐ c. Includes sign or label with text and/or symbols to indicate that the room is a bathroom and that it is inclusive of all genders.
- ☐ d. Provide the following:
 - 1. Toilet paper.
 - 2. Trash receptacle.
 - 3. Sanitary pads and/or tampons at no cost or subsidized by at least 50%.

Part 3: Provide Family Bathrooms

All Spaces except Dwelling Units:

All family bathrooms meet the following requirements:

- ☐ a. Meet local accessibility code without exclusions or exemptions.

☐

b. Accommodate expected demand and number of individuals in need of accompaniment or assistance in the bathroom (e.g., children, persons with Alzheimer's, individuals with other mental or physical disabilities).

☐

c. Contain the following accommodations:

1. Infant changing table and holding chair.
2. Children's toilet facilities or accommodations for child use of adult size toilet.
3. Children's sinks or accommodations for child use of adult size sink (e.g., availability of stepstool).
4. Motion sensor lights.
5. Skid resistant floors.
6. Safety grab bars.

C17 β Housing Equity

☐

This project satisfies the parts selected below:

Part 1: Unit Allocation

Dwelling Units:

The following requirements are met:

☐

a. A percentage of units is allocated for tenants whose incomes are at or below a specified ratio of local median household income [e.g., Area Median Income (AMI)], adjusted for family size, per the table below:

Units Allocated	Income Limit (% of local median)	Points
20% or more	0 - 50%	1
40% or more	51 - 80%	1
100%	0 - 80%	2

☐

b. Total annual housing costs (defined as rent and utilities) paid by affordable unit tenants are less than 30% of the income limit selected in requirement (a).

☐

c. Rent and housing costs are maintained for the duration of a project's WELL Certified status.

☐

d. All affordable housing units included in a project are tenure blind.

☐

e. In projects with 10 or more dwelling units, at least 50% of allocated units must have two or more bedrooms and at least 10% of allocated units must have three or more bedrooms.

By signing below, I represent that, to the best of my knowledge, all of the responses provided on this form are accurate and made in good faith.

Printed Name: _____

Signature: _____

If the individual using this form is not in the role of Owner, provide a description of the individual's project role, including justification of their ability to sign off on the above requirements, here:

Project Role: _____

Explanation: _____
